

**EFFECTIVE**

July 1, 2021.

**Subject(s)****Administrative Policy Hospitals and Facilities (APF) 107, State Hospital Administration Standard of Promptness for the Hospital Investigative Process**

Complaints, patient grievances, and MDHHS work rule violations are investigated independent from hospital operations, timely, and with consistency and quality, in order to minimize conflicts of interest and bias, while informing risk management in an integrated patient safety system.

*Reason:* New policy item.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Added Items ...**

[APF 107](#)